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AUTHOR Slatkin, Elizabeth
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ABSTRACT

Intended as a series of hands-on, step-by-step lessons, this book presents instructions, checklists, exercises, and examples to guide people who work in business, industry, science or government through all phases of manual preparation from planning to research to writing, all the way to getting the final piece printed. The first chapter shows how user manuals fit into the business communication system. The second chapter describes the organization of the rest of the book and is in itself a user manual for writers of user manuals. The third through ninth chapters take readers through the step-by-step process of creating a user manual. Chapter 10 offers suggestions and rules of thumb for producing copies of the manual, and chapter 11 offers real-world scenarios for practicing the procedures discussed in the book. (RS)

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